

Reimagining Hennepin Healthcare

A LETTER FROM OUR CEO

Hello valued community member,

Before I share some exciting new work we are carrying out at Hennepin Healthcare, I want to thank you sincerely for your commitment to our organization and for your interest in our future.

As the CEO of Hennepin Healthcare, I am deeply committed to strengthening our organization so that we can continue to do our part to address inequities and the unjust realities we see across healthcare.

This summer, we began a planning process to create a more equitable and responsive Hennepin Healthcare. This letter is the first of many updates. Over the coming six months, I will share more about our goals, efforts and learnings.

As many of you may know from experience, the healthcare industry has a tendency to launch these efforts without equitable input of staff, patients and communities. At Hennepin Healthcare, we strive to do the opposite and to lead by example.

Specifically, our approach is different because we are intentionally focusing on our commitment to equity and justice.

Through this process, we are working to learn the true healthcare needs of our community by focusing on those who have experienced harm, discrimination or difficulties when accessing healthcare. In systems design, some people call this approach Universal Design, and a popular articulation of this is called the [Curb Cut Effect](#).

We are excited to create a bold vision for a more just healthcare system that improves outcomes, value, access and benefits for the diverse and vibrant communities we are honored to serve.

I encourage you to [learn more](#) about who is involved, our timeline and full commitment to our community.



Current status:

Engagement work to connect and learn with our employees, patients and community members began in July.

We published an online survey for our community to share their experiences, thoughts and ideas. This survey will be available until mid-September. Please [take the survey](#) to help us raise awareness of this survey by sharing it with your loved ones, friends and community.

We held several small-group conversations with team members and community members to gather important input and insight. We also talked to our patients to learn from their experiences. These conversations will continue in September.

Key learnings:

We immersed ourselves in learning about the history of our community's land. In recognizing how our area and its residents have been shaped by violent, harmful socio-economic realities, we can build a more equitable future for all.

Events in September:

I am so excited to host a virtual community forum on September 16! You are invited to share your thoughts and ideas about how we can improve Hennepin Healthcare for you, your loved ones and our community. Be sure to [register to attend](#).

Thank you for your continued support of Hennepin Healthcare. Together we will realize community wellness.

With respect and gratitude,

Jennifer DeCubellis

